

# Enterprise Incident Report August 2012

As of 9/4/2012

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
GOED	Application Services	Martin Gonzalez	2	2
			2	2
		Tony Larsen	3	3
	Capitol Desktop Support	Chad Poll	0	0
			5	5
		Assigned to Individual Total	2	2
	Finance and Accounting	Tyrel King	1	1
			0	0
		Assigned to Individual Total	1	1
	Metro A Desktop Support	Michael Barth	0	0
			1	1
		Assigned to Individual Total	0	0
	Metro A Help Desk	Robert Wall	8	8
			3	3
		Assigned to Individual Total	9	9
		Ed Conrad	3	3
			2	2
			1	1

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			Low	FCR Total	
GOED	Metro A Help Desk	Edward Fortner	1 1	1 1	
		Liz Evans	1 1	1 1	
		Assigned to Individual Total	4 3	4 3	
	Metro A Hosting	Timothy Gendorf	1 0	1 0	
		Assigned to Individual Total	1 0	1 0	
	Voice Operations	Leon Owen	1 0	1 0	
		Assigned to Individual Total	1 0	1 0	
	Assigned Group Total		22 8	22 8	
	Customer Company Total			22 8	22 8

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
GOED	Application Services	Martin Gonzalez	2 0	2 0
		Tony Larsen	3 1	3 1
		Assigned to Individual Total	5 1	5 1
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Finance and Accounting	Tyrel King	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Desktop Support	Michael Barth	1 0	1 0
		Robert Wall	8 1	8 1
		Assigned to Individual Total	9 1	9 1
	Metro A Help Desk	Ed Conrad	2 0	2 0

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			Low	MIR Total
GOED	Metro A Help Desk	Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro A Hosting	Timothy Gendorf	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Leon Owen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		22 3	22 3
Customer Company Total			22 3	22 3

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
GOED	Application Services	Martin Gonzalez	2 0.24	2 0.24
		Tony Larsen	3 1.20	3 1.20
		Assigned to Individual Total	5 0.82	5 0.82
	Capitol Desktop Support	Chad Poll	1 0.12	1 0.12
		Assigned to Individual Total	1 0.12	1 0.12
	Finance and Accounting	Tyrel King	1 2.33	1 2.33
		Assigned to Individual Total	1 2.33	1 2.33
	Metro A Desktop Support	Michael Barth	1 0.08	1 0.08
		Robert Wall	8 0.21	8 0.21
		Assigned to Individual Total	9 0.19	9 0.19
	Metro A Help Desk	Ed Conrad	2 0.05	2 0.05

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			Low	ATTIR Total
GOED	Metro A Help Desk	Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	4 0.02	4 0.02
	Metro A Hosting	Timothy Gendorf	1 0.32	1 0.32
		Assigned to Individual Total	1 0.32	1 0.32
	Voice Operations	Leon Owen	1 0.58	1 0.58
		Assigned to Individual Total	1 0.58	1 0.58
	Assigned Group Total		22 0.42	22 0.42
Customer Company Total			22 0.42	22 0.42

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
GOED	Application Services	Martin Gonzalez	2 0	2 0
		Tony Larsen	3 0	3 0
		<b>Assigned to Individual Total</b>	5 0	5 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Finance and Accounting	Tyrel King	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Metro A Desktop Support	Michael Barth	1 0	1 0
		Robert Wall	8 0	8 0
		<b>Assigned to Individual Total</b>	9 0	9 0
	Metro A Help Desk	Ed Conrad	2 0	2 0

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			Low	MR Total
GOED	Metro A Help Desk	Edward Fortner	10	10
		Liz Evans	10	10
		Assigned to Individual Total	40	40
	Metro A Hosting	Timothy Gendorf	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Leon Owen	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		220	220
Customer Company Total			220	220



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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
GOED	Application Services	Martin Gonzalez	2 1.88	2 1.88
		Tony Larsen	3 1.69	3 1.69
		Assigned to Individual Total	5 1.76	5 1.76
	Capitol Desktop Support	Chad Poll	1 0.32	1 0.32
		Assigned to Individual Total	1 0.32	1 0.32
	Finance and Accounting	Tyrel King	1 2.33	1 2.33
		Assigned to Individual Total	1 2.33	1 2.33
	Metro A Desktop Support	Michael Barth	1 0.24	1 0.24
		Robert Wall	8 0.53	8 0.53
		Assigned to Individual Total	9 0.50	9 0.50
	Metro A Help Desk	Ed Conrad	2 0.15	2 0.15

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			Low	ATTR Total
GOED	Metro A Help Desk	Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.25	1 0.25
		Assigned to Individual Total	4 0.14	4 0.14
	Metro A Hosting	Timothy Gendorf	1 0.32	1 0.32
		Assigned to Individual Total	1 0.32	1 0.32
	Voice Operations	Leon Owen	1 1.90	1 1.90
		Assigned to Individual Total	1 1.90	1 1.90
	Assigned Group Total		22 0.85	22 0.85
Customer Company Total			22 0.85	22 0.85

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## Detail

INC000000552795	Cicily Howell	Application	Error	Novell GroupWise		TIR Missed:	No	0.39
	Application Services	Tony Larsen	GOED	Low	Closed	TTR Missed:	No	0.48
INC000000555637	Chad Davis	None	None	None		TIR Missed:	No	0.47
	Application Services	Martin Gonzalez	GOED	Low	Closed	TTR Missed:	No	3.67
INC000000555963	Gary Harter	None	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.12
INC000000556352	Sue Watson	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed:	No	0.25
INC000000556744	Elizabeth Goryunova	None	None	None		TIR Missed:	No	0.09
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.10
INC000000556972	Chad Davis	None	None	None		TIR Missed:	No	0.32
	Metro A Hosting	Timothy Gendorf	GOED	Low	Closed	TTR Missed:	No	0.32
INC000000558088	Chuck Spence	None	None	None		TIR Missed:	No	0.05
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.05
INC000000558271	John Bell	Application	Error	FrontEnd		TIR Missed:	Yes	2.33
	Finance and Accounting	Tyrel King	GOED	Low	Closed	TTR Missed:	No	2.33
INC000000558519	John Bell	Application	Error	FrontEnd		TIR Missed:	No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed:	No	2.30
INC000000558700	Fred Lange	Application	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed:	No	0.15
INC000000558816	Barbara Bloedorn	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.12
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed:	No	0.32
INC000000560681	Alisha Johnson	Application	None	Novell GroupWise		TIR Missed:	No	0.02
	Application Services	Martin Gonzalez	GOED	Low	Closed	TTR Missed:	No	0.09
INC000000560765	Ron Andrus	Application	Error	State Payroll Time Entry System		TIR Missed:	No	0.10
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed:	No	0.15
INC000000561624	Joanne Meng	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.08
	Metro A Desktop Support	Michael Barth	GOED	Low	Closed	TTR Missed:	No	0.24
INC000000562859	Chad Davis	Application	Error	Lyris List Server		TIR Missed:	No	0.40
	Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed:	No	1.77
INC000000563240	Fred Lange	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	0.23
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.23

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<b>INC000000563788</b>	Marie Magre	Telecom	None	Telephone		TIR Missed: No	0.58
	Voice Operations	Leon Owen	GOED	Low	Closed	TTR Missed: No	1.90
<b>INC000000563967</b>	Becca Whitney	Application	Reporting	Novell GroupWise		TIR Missed: Yes	2.81
	Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed: No	2.81
<b>INC000000565994</b>	Roxanne Graham	None	None	None		TIR Missed: Yes	1.19
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	1.21
<b>INC000000566969</b>	Joanne Meng	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.13
<b>INC000000567636</b>	Ariel Briggs	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.13
<b>INC000000570276</b>	Hu Cherry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	GOED	Low	Resolved	TTR Missed: No	0.00